GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:1103
ANSWERED ON:29.11.2006
SETTING UP OF CONSUMER SERVICE CENTRES
Murmu Shri Hemlal

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) Whether the revenue earned by the Bharat Sanchar Nigam Limited (BSNL) and the Mahanagar Telephone Nigam Limited (MTNL) has increased consequent upon several concessions offered by them and due to implementation of One India Plan;

(b) If so, the details thereof ;

(c) Whether the subscribers under One India Plan do not have the option of changing over to other new plan;

(d) If so, the details in this regard; and

(e) The steps taken by the Government to set up consumer service centres and offer facilities to the mobile and land line subscribers under One India Plan?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a)&(b) For BSNL, during the years 2004-05 and 2005-06, there is overall increase in total revenue earned (collected) by BSNL i.e. Rs. 33450 crore and Rs. 36139 crore respectively due to introduction of various tariff plans including One India Plan and various concession given to the customers.

For MTNL, as on 31.10.06, 63174 number of subscribers have opted for One India Plan and the approximate monthly revenue earned from these subscribers is Rs. 5.05 crores.

(c)&(d) No, Sir. The subscribers under One India Plan do have the option of changing over to other new plan.

(e)In BSNL, a total number of 3778 customer service centres are operational in the field units, providing all solutions to the problems/requests of the subscribers, including the request for change of plan to One India, at one place.

One India Plan is one of the tariff plans of landline and mobile customers of MTNL. Facilities of Call Centre/Sanchar Haats in Delhi and Quick Customer Service Centre

(QCSC) in Mumbai are available for registration of all type of services including One India Plan for the existing/prospective customers.